

2003 COMMISSIONER'S AWARD FOR EXCELLENCE



John H. Neal, Jr. *Outstanding Leadership*

District Construction Engineer
Hampton Roads District

While leading one residency in 2002, John Neal was asked to take on the management of another without a resident engineer. His response was to accept this dual role of leadership graciously. He began by meeting with the additional residency's managers and employees, bringing a vision for their progress, providing expectations, and setting in place accountability for moving ahead. He also met with local boards of supervisors about the members' concerns.

Because of John's capable leadership, the second residency's work and projects continued with minimal disruption. His tenure also led to a healing process within the residency while setting the tone for a new and positive direction. Over several months, John spent many hours of personal time traveling between residencies and managing the additional one.

In dealing with staff and public, John consistently mirrored VDOT's values. His expectations for the extra residency were communicated with frankness and consistency. He used everyone's talents. He was honest, open, and fair. He also listened to customers. Through staff meetings, one-on-one conversations—and his actions—John made clear what was important. Most of all, the residency and the public learned that they could count on John, and that he would deliver what he promised.

Nominated by: Donald R. Askew, P.E.

